

“(M) software costs and warranties; and  
 “(N) emergency generators to provide back-up power for phone systems, critical lighting, and essential outlets.”.

#### SEC. 30. STUDENT MENTAL HEALTH.

(A) STUDENT ACCESS TO MENTAL HEALTH PROGRAM FUND.—

(1) DEFINITIONS.—In this subsection:

(A) ELIGIBLE SCHOOL.—The term “eligible school” means a school in which the lowest grade at the school is not lower than grade 6 and the highest grade at the school is not higher than grade 12.

(B) SECRETARY.—The term “Secretary” means the Secretary of Education.

(2) STUDENT ACCESS TO MENTAL HEALTH PROGRAM FUND.—

(A) IN GENERAL.—From the funds made available to carry out section 2001 of the American Rescue Plan Act of 2021 (20 U.S.C. 3401 note), \$10,000,000,000 shall be transferred to establish the “Student Access to Mental Health Program Fund”, to remain available through September 30, 2031. The Secretary shall use amounts available in such Fund to award grants to States, from allocations under subparagraph (B), to enable the States to support the salary of a mental health professional in eligible schools located in the State.

(B) ALLOCATION.—From the amounts available in the Fund established under subparagraph (A), the Secretary shall make an allocation to each State in the same proportion as the number of eligible schools located in the State.

(C) PARTNERSHIP.—

(i) IN GENERAL.—A State awarded a grant under this subsection shall comply with the following:

(I) The State shall use the grant funds to cover the cost of the salary, which shall be not more than \$55,000, for 10 years for a mental health professional to serve eligible schools located in the State. Such mental health professional shall serve not more than 5 eligible schools in any school year by rotating among the schools for not less than 1 day a week at each such school.

(II) The State shall expend non-Federal funds to pay for the other costs of recruitment, training, and benefits for each such mental health professional, and any other expenses related to such employment.

(ii) CONDITIONS OF GRANTS.—A State awarded a grant under this subsection shall require that each eligible school served by the grant—

(I) provide to the parents of any student enrolled in the school who has not reached age 19 who meets with a mental health professional employed at the school with all counseling records and mental health assessments for such student;

(II) not teach Critical Race Theory or include Critical Race Theory in any school program; and

(III) not advocate for abortion or abortion services in any form.

(b) FUNDS FOR PROGRAMS.—The unobligated balance of funds made available to carry out sections 2021 and 6002 of the American Rescue Plan Act of 2021 (Public Law 117-2) shall be transferred to, and evenly divided among, the following programs:

(1) Project AWARE State Educational Agency Grant Program carried out by the Secretary of Health and Human Services.

(2) Student Support and Academic Enrichment Grant Program carried out by the Secretary of Education.

(3) Community Mental Health Services Block Grant Program carried out by the Secretary of Health and Human Services.

(4) Children's Mental Health Initiative of the Substance Abuse and Mental Health Services Administration.

(c) BEST PRACTICES.—

(1) ESEA DEFINITIONS.—In this subsection, the terms “elementary school” and “secondary school” have the meanings given the terms in section 8101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 7801).

(2) DEVELOPMENT AND DISSEMINATION OF BEST PRACTICES.—Not later than 1 year after the date of enactment of this Act, the Administrator of the Substance Abuse and Mental Health Services Administration, the Secretary of Health and Human Services, and the Secretary of Education shall work in consultation to—

(A) develop best practices for identifying warning signs of mental health problems with students and identify warning signs for teachers and administrator that a student is at high-risk for violence, specifically for a mass shooting;

(B) develop best practices for identifying warning signs of mental health problems with children and identify warning signs for individuals who work at a social service agency that a child under the age of 18 is at high-risk for violence, specifically for a mass shooting; and

(C) disseminate the best practices developed under subparagraphs (A) and (B) to each elementary school and secondary school in the United States, and publish the best practices on a publicly accessible website of the Department of Education and the Substance Abuse and Mental Health Services Administration.

(d) GAO STUDY.—

(1) IN GENERAL.—The Comptroller General of the United States shall conduct a study on how many elementary schools and secondary schools in the United States have a mental health provider for students, how many students take advantage of the mental health services, the main causes for students to access the services.

(2) ESEA DEFINITIONS.—In this subsection, the terms “elementary school” and “secondary school” have the meanings given the terms in section 8101 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 7801).

#### SEC. 31. AUTHORIZATION AND APPROPRIATIONS OF FUNDS.

The unobligated balance of funds made available to carry out section 18003 of division B of the CARES Act (Public Law 116-136; 134 Stat. 565), section 313 of the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (division M of Public Law 116-260; 134 Stat. 1929), and section 2001 of the American Rescue Plan Act of 2021 (20 U.S.C. 3401 note) shall be transferred to the Secretary to be used to carry out this Act in an amount not to exceed \$38,000,000,000.

#### SEC. 32. NO FEDERAL FUNDING FOR ABORTIONS.

(a) IN GENERAL.—No funds authorized or appropriated by this act, and none of the funds in any trust fund to which funds are authorized or appropriated by this act, shall be expended for any abortion or counseling that results in encouraging, facilitating, or referral for an abortion.

(b) HEALTH BENEFITS COVERAGE.—No funds authorized or appropriated by this act, and none of the funds in any trust fund to which funds are authorized or appropriated by this act, shall be expended for health benefits coverage that includes coverage of abortion.

(c) EXCEPTIONS.—The limitations established in paragraphs (a) and (b) shall not apply to an abortion—

(1) if the pregnancy is the result of an act of rape or incest; or

(2) in the case where a woman suffers from a physical disorder, physical injury, or physical illness, including a life-endangering physical condition caused by or arising from

the pregnancy itself, that would, as certified by a physician, place the woman in danger of death unless an abortion is performed.

#### AUTHORITY FOR COMMITTEES TO MEET

Mr. WHITEHOUSE. Mr. President, I have 12 requests for committees to meet during today's session of the Senate. They have the approval of the Majority and Minority Leaders.

Pursuant to rule XXVI, paragraph 5(a) of the Standing Rules of the Senate, the following committees are authorized to meet during today's session of the Senate:

##### COMMITTEE ON AGRICULTURE, NUTRITION, AND FORESTRY

The Committee on Agriculture, Nutrition, and Forestry is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a business meeting.

##### COMMITTEE ON BANKING, HOUSING, AND URBAN AFFAIRS

The Committee on Banking, Housing, and Urban Affairs is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 9:30 a.m., to conduct a hearing.

##### COMMITTEE ON COMMERCE, SCIENCE, AND TRANSPORTATION

The Committee on Commerce, Science, and Transportation is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a business meeting.

##### COMMITTEE ON ENVIRONMENT AND PUBLIC WORKS

The Committee on Environment and Public Works is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a hearing.

##### COMMITTEE ON FINANCE

The Committee on Finance is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a hearing.

##### COMMITTEE ON FOREIGN RELATIONS

The Committee on Foreign Relations is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:45 p.m., to conduct a hearing.

##### COMMITTEE ON HEALTH, EDUCATION, LABOR, AND PENSIONS

The Committee on Health, Education, Labor, and Pensions is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a hearing.

##### COMMITTEE ON HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS

The Committee on Homeland Security and Governmental Affairs is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a hearing.

##### COMMITTEE ON INDIAN AFFAIRS

The Committee on Indian Affairs is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a hearing.

##### COMMITTEE ON THE JUDICIARY

The Committee on the Judiciary is authorized to meet during the session

of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a hearing on nominations.

#### COMMITTEE ON THE JUDICIARY

The Committee on the Judiciary is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a hearing.

#### SELECT COMMITTEE ON INTELLIGENCE

The Select Committee on Intelligence is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a closed business meeting.

### APPOINTMENT

The PRESIDING OFFICER. The Chair, on behalf of the Ranking Member of the Senate Committee on Armed Services, pursuant to the provisions of Public Law 117-81, appoints the following individual to serve as a member of the Commission on the National Defense Strategy: Mr. Thomas G. Mahnken of California.

### FEDERAL AGENCY CUSTOMER EXPERIENCE ACT OF 2021

Mr. WHITEHOUSE. Mr. President, I ask unanimous consent that the Senate proceed to the immediate consideration of Calendar No. 103, S. 671.

The PRESIDING OFFICER. The clerk will report the bill by title.

The legislative clerk read as follows:

A bill (S. 671) to require the collection of voluntary feedback on services provided by agencies, and for other purposes.

There being no objection, the Senate proceeded to consider the bill, which had been reported from the Committee on Homeland Security and Governmental Affairs.

Mr. WHITEHOUSE. I further ask unanimous consent that the Hassan substitute amendment be considered and agreed to; that the bill, as amended, be considered read a third time and passed; and that the motion to reconsider be considered made and laid upon the table with no intervening action or debate.

The PRESIDING OFFICER. Without objection, it is so ordered.

The amendment (No. 5119) in the nature of a substitute was agreed to, as follows:

(Purpose: In the nature of a substitute)

Strike all after the enacting clause and insert the following:

#### SECTION 1. SHORT TITLE.

This Act may be cited as the “Federal Agency Customer Experience Act of 2021”.

#### SEC. 2. FINDINGS; SENSE OF CONGRESS.

(a) FINDINGS.—Congress finds that—

(1) the Federal Government serves the people of the United States and should seek to continually improve public services provided by the Federal Government based on customer feedback;

(2) the people of the United States deserve a Federal Government that provides efficient, effective, equitable, and high-quality services and customer experiences across multiple channels;

(3) many agencies, offices, programs, and Federal employees provide excellent cus-

tomers experiences to individuals, but many parts of the Federal Government still fall short on delivering the customer experience that individuals have come to expect from the private sector;

(4) according to the 2020 American Customer Satisfaction Index, the Federal Government ranks among the bottom of all industries in the United States in customer satisfaction;

(5) providing an equitable, reliable, transparent, and responsive customer experience to individuals improves the confidence of the people of the United States in their Government and helps agencies achieve greater impact and fulfill their missions; and

(6) improving service to individuals requires agencies to work across organizational boundaries, leverage technology, collect and share standardized data, and develop customer-centered mindsets and experience strategies.

(b) SENSE OF CONGRESS.—It is the sense of Congress that—

(1) all agencies should strive to provide a high-quality, courteous, effective, and efficient customer experience to the people of the United States and seek to measure, collect, report, and use metrics relating to the experience of individuals interacting with agencies to continually improve the customer experience of the people of the United States; and

(2) adequate Federal funding is needed to ensure agency staffing levels that can provide the public with an improved customer experience.

#### SEC. 3. DEFINITIONS.

In this Act:

(1) ADMINISTRATOR.—The term “Administrator” means the Administrator of General Services.

(2) AGENCY.—The term “agency” has the meaning given the term in section 3502 of title 44, United States Code.

(3) COVERED AGENCY.—The term “covered agency” means an agency or component of an agency that is required by the Director to collect voluntary customer experience feedback for purposes of section 5, based on an assessment of the components and programs of the agency with the highest impact on or number of interactions with individuals or entities.

(4) DIRECTOR.—The term “Director” means the Director of the Office of Management and Budget.

(5) VOLUNTARY CUSTOMER EXPERIENCE FEEDBACK.—The term “voluntary customer experience feedback” means the submission of information, an opinion, or a concern to an agency by an individual or entity that—

(A) is voluntarily made by the individual or entity; and

(B) relates to—

(i) a particular service provided to the individual or entity by the agency; or

(ii) an interaction of the individual or entity with the agency.

#### SEC. 4. GUIDELINES FOR VOLUNTARY CUSTOMER EXPERIENCE FEEDBACK.

Each agency that solicits voluntary customer experience feedback shall ensure that—

(1) individuals and entities providing responses to the solicitation of voluntary customer experience feedback have the option to remain anonymous;

(2) individuals and entities that decline to participate in the solicitation of voluntary customer experience feedback are not treated differently by the agency for purposes of providing services or information;

(3) the solicitation includes—

(A) the fewest number of questions as is practicable; and

(B) not more than 10 questions;

(4) the voluntary nature of the solicitation is clear;

(5) the proposed solicitation of voluntary customer experience feedback will contribute to improved customer experience;

(6) solicitations of voluntary customer experience feedback are limited to 1 solicitation per interaction with an individual or entity;

(7) to the extent practicable, the solicitation of voluntary customer experience feedback is made at the point of service with an individual or entity;

(8) instruments for collecting voluntary customer experience feedback are accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d); and

(9) internal agency data governance policies remain in effect with respect to the collection of voluntary customer experience feedback from individuals and entities.

#### SEC. 5. CUSTOMER EXPERIENCE DATA COLLECTION.

(a) COLLECTION OF RESPONSES.—The head of each covered agency, assisted by and in coordination with the senior accountable official for customer experience of the covered agency, shall collect voluntary customer experience feedback with respect to services of or interactions with the covered agency.

(b) CONTENT OF QUESTIONS.—

(1) STANDARDIZED QUESTIONS.—The Director, in coordination with the Administrator, shall develop a set of standardized questions for use by covered agencies in collecting voluntary customer experience feedback under this section that address—

(A) overall satisfaction of individuals or entities with the specific interaction or service received;

(B) the extent to which individuals or entities were able to accomplish the intended task or purpose of those individuals or entities;

(C) whether an individual or entity was treated with respect and professionalism;

(D) whether an individual or entity believes that the individual or entity was served in a timely manner; and

(E) any additional metrics determined by the Director, in coordination with the Administrator.

(2) ADDITIONAL QUESTIONS.—In addition to the questions developed under paragraph (1), the senior accountable official for customer experience of a covered agency may develop questions relevant to the specific operations or programs of the covered agency.

(c) ADDITIONAL REQUIREMENTS.—To the extent practicable—

(1) each covered agency shall collect voluntary customer experience feedback across every platform or channel through which the covered agency interacts with individuals or other entities to deliver information or services; and

(2) voluntary customer experience feedback collected under this section shall be tied to specific transactions or interactions with customers of the covered agency.

(d) EXEMPTION FROM PUBLIC NOTICE AND COMMENT.—The requirements of section 3506(c)(2)(A) and subparagraphs (B) and (D) of subsection (a)(1) and subsection (b) of section 3507 of title 44, United States Code, shall not apply to the collection of voluntary customer experience feedback by an agency that meets the requirements of this Act.

(e) REPORT.—

(1) IN GENERAL.—Not later than 1 year after the date of enactment of this Act and not less frequently than quarterly thereafter,